

STATEMENT OF INDIVIDUAL RIGHTS AND RESPONSIBILITIES

The Statement of Individual Rights and Responsibilities has been developed to guide all CLKD services, organizational procedures, staff and volunteers in assuring the worth of and dignity of those receiving services. It acknowledges that all individuals receiving services have the same legal rights of every citizen. The Statement of Individual Rights and Responsibilities will be upheld for all clients, family and/or their substitute decision makers. CLKD is committed to promoting awareness and understanding of the Statement of Individual Rights and Responsibilities with all of those receiving our services.

THE RIGHT TO BE TREATED WITH RESPECT

- * To be recognized and treated as an individual with unique needs, personal wishes, preferences and goals
- * To be listened to and treated with consideration and value

THE RIGHT TO BE FREE FROM HARM

- * To feel comfortable and safe
- * To be free from physical, sexual, verbal, emotional and financial abuse
- * To have assistance and support if there is a risk for harm
- * To receive services that promote and protect physical, emotional and social well being
- * To receive services that provide as much control as possible to the person receiving support

THE RIGHT TO BE INVOLVED IN DECISIONS

- * To be included in all planning of services
- * To receive information about services in a way that can be understood
- * To have questions answered before agreeing to any services
- * To give, withdraw or refuse consent to any service
- * To be assumed to be capable of making decisions unless found to be incapable

THE RIGHT TO PRIVACY

- * To give permission to how personal information is collected, used and shared
- * To know what personal information is kept and to request that any personal information be corrected
- * To be heard if there is any disagreement about personal information recorded and have a process for discussion

THE RIGHT TO COMPLAIN

- * To express a concern or complaint without fear of it affecting service
- * To have a complaint acknowledged
- * To be informed of the complaint process
- * To have support, if desired in making a complaint

INDIVIDUAL RESPONSIBILITIES

All Individuals receiving services from CLKD will have the Responsibility to

- *Treat Staff, students, volunteers and other clients with courtesy and respect
- *Notify staff as soon as possible if unable to keep an appointment or attend program
- *Give accurate, complete and current personal information
- *Participate in their service plan and inform staff of needed changes
- *Ask questions and obtain more information if I do not understand the services I receive